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Docket No. 10655.9400

Amendments to the Claims

1-46. (Cancelled)

47. (Currently Amended) A method, implemented on a computer network, for facilitating the input of information into a plurality of electronic documents selected from a discrete set of electronic templates, for the purpose of streamlining the resolution of a financial dispute relating to a transaction card transaction, the method comprising the steps of:

performing a purchase transaction between a cardmember and a merchant using a transaction card issued to said cardmember by an Issuer;

thereafter providing notice by said cardmember to said Issuer that said cardmember disputes said purchase transaction;

~~said Issuer~~ a first user with an Issuer access right initiating, in response to said notice from said cardmember, a predetermined resolution protocol, wherein the purpose of said protocol is to resolve an ensuing dispute between said Issuer and an Acquirer with respect to a backend processing transaction associated with said purchase transaction, and further wherein said backend transaction involves said Acquirer collecting money from said cardmember and coordinating payment to said merchant for said purchase transaction in accordance with a preexisting backend processing agreement between said Issuer and said Acquirer; wherein

said resolution protocol comprises the steps of:

selecting, by said ~~Issuer~~ first user, from a discrete, predetermined set of electronic dispute resolution templates, a first template, wherein said predetermined set of electronic dispute resolution templates is independent of a type of said financial dispute, and said predetermined set of electronic dispute resolution templates ~~are~~ is available only to users with an Issuer access right ~~Issuers~~;

inputting into said first template, by said ~~Issuer~~ first user, information relating to said disputed purchase transaction to thereby generate from said first template a first Issuer form;

electronically transmitting said first Issuer form from said ~~Issuer~~ first user to said ~~Acquirer~~ a second user with an Acquirer access right;

successively selecting additional ones of said templates, by said ~~Issuer~~ first user and said ~~Acquirer~~ second user, respectively, to thereby generate additional Issuer forms and Acquirer forms; and

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electronically exchanging said additional Issuer forms and Acquirer forms in accordance with said resolution protocol; and

resolving said backend transaction dispute between said Issuer and said Acquirer using said additional Issuer forms and said Acquirer forms, in accordance with said resolution protocol.

48. (Previously Presented) The method of claim 47, further comprising the steps of:
retrieving a stored file; and
attaching said stored file to said additional Issuer forms and Acquirer forms.

49. (Previously Presented) The method of claim 47, wherein said Issuer forms comprise at least one of a Retrieval Request, a First Chargeback and a Final Chargeback; and said Acquirer forms comprise at least one of a Fulfillment and a Presentment.

50. (Currently Amended) The method of claim 47 further comprising:
selecting, by said ~~Acquirer~~ second user, a second template from said predetermined set, and inputting into said second template information responsive to said first Issuer form to thereby generate a first Acquirer form; and, electronically transmitting said first Acquirer form from said ~~Acquirer~~ second user to said ~~Issuer~~ first user.

51. (Currently Amended) A method executed in a network computer system for facilitating communication between an Issuer and an Acquirer in the context of resolving a post-transactional dispute, wherein the dispute is between the Issuer and the Acquirer and the dispute is related to an executed credit transaction between a cardmember and a merchant, the executed credit transaction involving a transaction card associated with a cardmember, the network computer system having a server and at least one access terminal, the method comprising the steps of:

accepting at said server a first User ID and password from said ~~Issuer~~ a first user with an Issuer access right at a first access terminal;

retrieving from said server a pre-defined set of Issuer dispute handling forms having pre-defined content which coincide with said first User ID;

displaying said pre-defined set of Issuer forms at said first access terminal;

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selecting, by said ~~Issuer~~ first user, one of said pre-defined set of Issuer forms at said first access terminal, wherein said pre-defined set of Issuer forms is independent of a type of said post-transactional dispute, and said pre-defined set of Issuer forms ~~are~~ is available only to ~~Issuers~~ users with an Issuer access right;

receiving input entered on said selected one of said Issuer forms at said first access terminal;

transmitting within said network said selected one of said Issuer forms to a second user with an Acquirer access right ~~said Acquirer in dispute with said Issuer~~;

notifying said ~~Acquirer~~ second user at a second access terminal of said selected one of said Issuer forms;

accepting at said server a second User ID and password from said ~~Acquirer~~ second user at said second access terminal;

retrieving from said server a set of Acquirer dispute handling forms having pre-defined content which coincide with said ~~Acquirer~~ second User ID;

displaying said set of Acquirer forms at said second access terminal;

selecting, by said Acquirer second user, one of said Acquirer forms at said second access terminal;

receiving input entered on said selected one of said Acquirer forms at said second access terminal;

transmitting within said network said one of said Acquirer forms to said ~~Issuer~~ first user;

and,
notifying said ~~Issuer~~ first user at said first access terminal of said one of said Acquirer forms.

52. (Previously Presented) The method of claim 51, further comprising the steps of :

retrieving a stored file from said server; and

attaching said stored file to said one of said Issuer forms and Acquirer forms.

53. (Currently Amended) The method of claim 51, further comprising the steps of :

receiving at said second access terminal a scanned document in computer readable format;

storing said scanned document on said server; and

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attaching said scanned document to one of said Issuer forms and Acquirer forms.

54. (Currently Amended) The method of claim 51, further comprising the steps of:
accepting at said server a third-party User ID and password from a third-party user at a third access terminal;
retrieving from said server a set of reports which coincide with said third-party User ID;
displaying said set of reports at said third access terminal; and
receiving instructions from said third party user to transfer monetary liability to at least one of said Issuer from said Acquirer and said Acquirer from said Issuer.
55. (Currently Amended) The method of claim 51 wherein said accepting at said server steps comprise matching said first User ID and password, and said second User ID and password, with information stored in a database accessible to said server.